

Simon Sheridan

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Personal Profile

Experienced and dedicated Senior IT Manager for over 12 years; working in a large organisational department and responsible for multiple teams supporting twenty nine systems including Hospitality, Catering, Security, Transport, Cleaning, Student accommodation, EPOS, Cashless retail, Telecoms and running on MS Windows, Unix, Windows 2000 – 2008, Oracle 10g, .net, Java, Citrix XenApp.

Responsible for the overall IT strategy of over 900 employees and over 300 PC based clients, managing a Systems Management team a PC support team, and all 3rd party support contracts for large enterprise systems.

Management Skills

- Managing busy technical teams in very high pressure environments
- Responsible for budgeting the IT needs of a £80m business operation
- Interfacing with over fifteen 3rd party software and hardware suppliers on a continual basis
- Tendering, specification writing and procuring all new IT systems
- Project management for software development, testing and implementation
- Staff performance reviews, reward management and career progression of teams
- Responsible for the interviewing, recruiting and termination of staff

Successful Project Examples

- System and process review of ID Cards distribution saving of over £100,000pa
- Automation of all financial exports from key systems to finance saving over 2880 man hours per year and reducing paper by 100%
- Online booking system created for car hire, porter services and catering bookings saving over 1200 man hours per year
- Development and implementation of transport fleet management system saving 240 man hours per year and reducing paper by 100%
- Integration of more than 50% of all IT systems to populate and distribute effective reporting
- Creation of a central data warehouse to populate, filter and store data for multiple key systems

Personal Skills

- Self motivated and motivating manager of teams.
- Excellent communicator able to explain technical information to all levels
- Proven track record of problem resolution by logical processes.
- A wealth of experience in supporting a large number of clients over multiple software and hardware platforms.

Technical Skills

Windows Server (all platforms), VMWare ESX, XenServer, Citrix XenApp, Citrix Presentation Server, Metaframe XP and 1.8, Citrix Advanced Access Control, Citrix Access Gateway, SQL Database administration, Database design – development - documentation - implementation, HP Proliant rack and blade servers, Web design and Development.

Career Profile

April 2006 - Present

IT Services

(Hospitality & Accommodation)
University of Birmingham

Senior IT Manager

Senior IT Manager for a 900 user department, with direct responsibility for a technical support team of 10 staff. Managing the infrastructure and systems across multiple platforms including Windows Server, SQL, Citrix, Exchange, Active Directory, Oracle and UNIX

March 2003 – April 2006

Information Services

(Hospitality & Accommodation)
University of Birmingham

Principal Network and Computer Analyst

Responsible for managing IT infrastructure of a busy corporate area of the University of Birmingham. Managing the resources and workload of a 13 strong technical team covering both network and systems support. Responsible for implementation and maintenance of several bespoke and standard IT systems for over 900 staff working in the department.

December 1999 – March 2003

CRUK Institute for Cancer Studies

IT and Network Manager

Responsible for managing a team of three IT staff maintaining, developing and supporting a Windows Server farm running MetaFrame 1.8, Exchange 5.5, SQL7, IIS4 & IIS5. Database application development for large international clinical trials and supporting three hundred users on PC's, Mac's and Thin Clients, on a LAN and via Remote Access. Offer Support for Hardware and software queries in a small helpdesk environment. Responsible for the training and development of Staff IT Skills.

October 1997-December 99

College of Arts and law

Senior IT Technician

Team leader of a 2nd and 3rd line IT support team in a busy office responsible for over 2,000 users across PC and MAC hardware. Software and network support, across Windows NT, 95/98, 3.1. Responsibility for office organization, managing and training a team of 3 technicians, purchasing, sales and finances, web development and hardware repairs.

Professional Qualifications

PRINCE II Foundation

ITIL Foundation Course

Leading Effective Project Teams

Effective Delegation

ILM course Feb 2007

Citrix AAC 4.2 Administrator – CTX1306

Citrix PS4 Administrator - CTX1256

Full clean UK driving license

References on Request